Cincinnati Bell™

Polycom 450 End User Guide

2012

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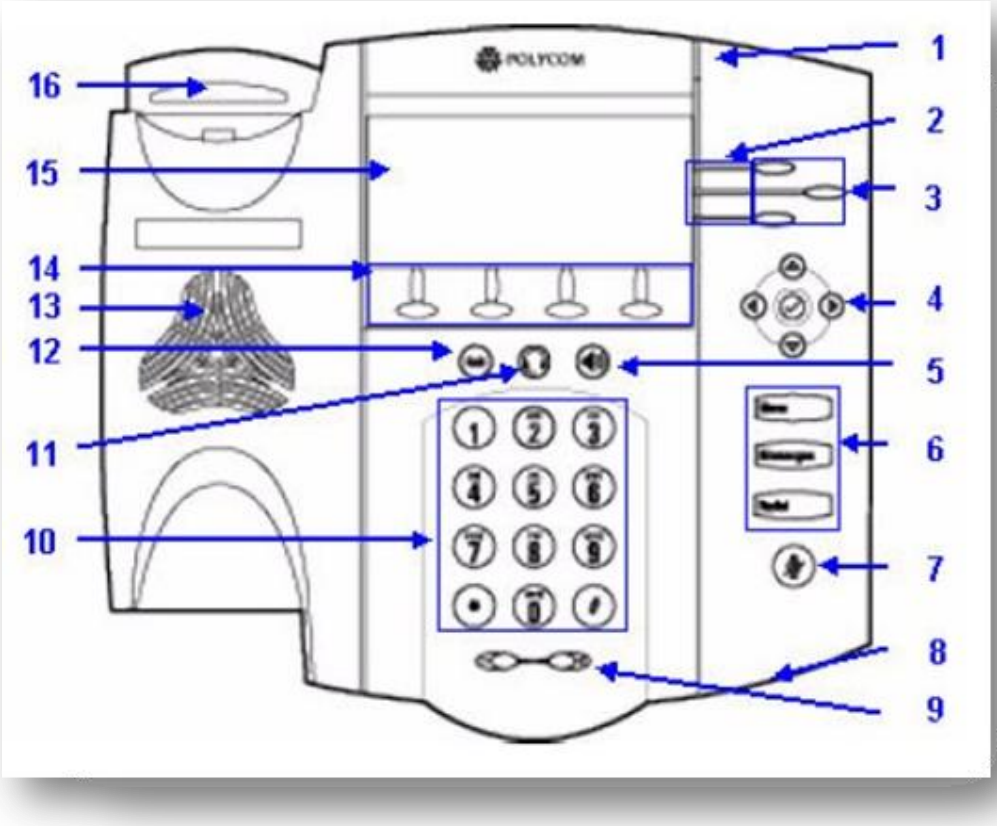
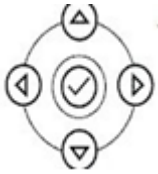
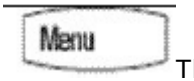
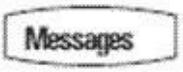
Polycom 450 Model



Phone Labels / Description

Number	Feature	Function
1	**Message Indicator Light**	Blinks Red when a voicemail message is present
2	**Line Indicators**	Individual multi-color LEDs display the dynamic call state and remote user status. The mapping is: •**Solid Green** – An active call is in progress •Fast flashing green – There is an incoming (ringing) call •**Flashing Green** – the call is held by the other party •**Flashing Red** – The call is on hold •**Solid Red** – The line is busy remotely (Shared lines)

3		Use these keys to activate up to three lines or speed dials that can be assigned to your phone

4		Arrow Keys scroll through information or options Select a field of displayed data
5		The Speakerphone button activates the speakerphone. When in use, it lights up green.
6	**Feature Keys**	 The Menu button displays the Main Menu options, where you can access features such as your contact directory and call lists, check the status of the phone and system for problems, and change your settings.  The messages button accesses your voice mail messages The Redial button calls the last number dialed from your
7		Mute Button
8	**Hands-free Microphone**	Picks up audio during hands-free calls. Place your phone on a hard, flat surface for best results.
9	**Volume Keys** 	Adjusts the volume of the handset, headset, speaker and ringer.
10	**Dial Pad**	Provides the 10 digits, the alphabetic characters, and special characters available in context-sensitive applications

11	**Headset**	Allows you to place and receive calls through an optionally connected headset.
12	**Hold**	Holds an active call or resumes a held call
13	**Speaker**	For ringer and hands-free audio output
14	**Soft Keys**	These keys are automatically labeled to identify their context-sensitive functions.
15	**Graphic Display**	Shows information about calls, messages, soft keys, time, date, and other relevant data. •Caller display information – first party, second party, number of calls •Information status scrolling list in order of precedence highest to lowest. Associated line icons are described in the following table
16	**Hookswitch**	

Icons for Line Key appearances on Polycom Phone

Symbol/Icon	Description
	Registered line (solid)
	Registered shared line
	Unregistered line (outline)
	Voice mail/Text messages
	Speed dial
	Ringing
	Call in progress with HD Voice
	Call in progress
	Call Forward
	Do Not Disturb
	Conference
	Presence/Busy Lamp Field (BLF)

Placing/Receiving Calls

Answering a Call

1. Pick up the handset, press the Answer soft Key, or press Speakerphone key

Dialing a Number or Extension

1. Pick up the handset, press the New Call soft Key, or use the Speakerphone Key.
2. Dial the number or extension and press the Send soft key

Note: You may switch to a different call mode during a call in progress by pressing the Speakerphone key or picking up the handset.

End a Call

1. Hang up the handset, or press the End Call soft key.

Place a Call on Hold

1. While you are on a call, press the Hold Key, or select the Hold soft key. To resume the call, press the Hold Key or press the Resume soft key.

Do Not Disturb – Activation

1. Press the Menu Key.
2. Press 1 for Features
3. Press 1 for Do Not Disturb. Do not Disturb has been activated.

Do Not Disturb- Deactivation

1. Press the Menu Key
2. Press 1 for Features
3. Press 1 again to deactivate

Transferring a Call (Consulted, Blind)

Consulted Transfer

1. During the call, press the Transfer Key or Transfer soft key.
2. Dial the number or extension you wish to transfer the call, press the Send soft key then announce the caller
3. Press the Transfer key or Transfer soft key again to connect the parties.

If the party is unavailable press the cancel soft key to bring the caller back to you.

Note: The Caller ID will show the number of the person that is transferring the call not the Caller ID of the incoming call

Blind Transfer

1. During the call press the Transfer key or Transfer soft key.
2. Press the Blind soft key and enter the number or extension you want to which you want to transfer the call.
3. Press Send
4. Hang up

Note: The Caller ID will show the number of the person that is calling in not the person transferring the call

Direct Voicemail Transfer

Follow these steps to send a caller directly to voicemail and bypass the users greeting.

1. During the call press the Transfer Soft Key.
2. Press *55, enter the extension of the desired person and press the # Key.

Note: Headset use: if you will be using a headset for full time use page 19 for setting up your headset

Placing a Conference Call

Basic Conferencing/3 Way

1. Call the first party then press the Conference Soft Key to place the new call idle.
2. Call the second party when the second party answers press the Conference Soft key to join all parties. Pressing the **Split** Soft Key will split the conference into two calls on hold. You may use the arrow keys to toggle between parties. To **Join** parties again; Press the **More** Soft Key followed by the **Join** Soft Key and all parties will be connected.

Placing the conference on hold from the originator's phone will place the other parties on hold.

Ending a call on from the originator's phone will allow the other parties to continue the conference.

Note: A conference maybe created during an active call, or a call on hold (same line or another line).

Call Forwarding

1. Press the Forward soft key
2. Use the Arrow Keys to Highlight Call Forward Always, Call Forward No Answer, or Call Forward Busy.
3. Press the Select soft key.
4. Enter the Contact Phone number and press the Enable soft key

Call Pick-up from a Different Extension

Note: This is a Premium Feature Only

1. Press *97, then the extension number of the phone that is ringing.
2. Press Send Soft Key or Dial Soft Key to pick up the call.

Park a Call

You can Park a call on any extension, including your own.

1. Press the Transfer Soft Key
2. Press *68 and follow the prompts.
3. Dial the desired extension number followed by the (#) Key. To park to your extension dial the (#) Key.

To Retrieve a Parked Call

1. Press *88 and follow the prompts
2. Press the extension number the call was parked against followed by the (#) Key.

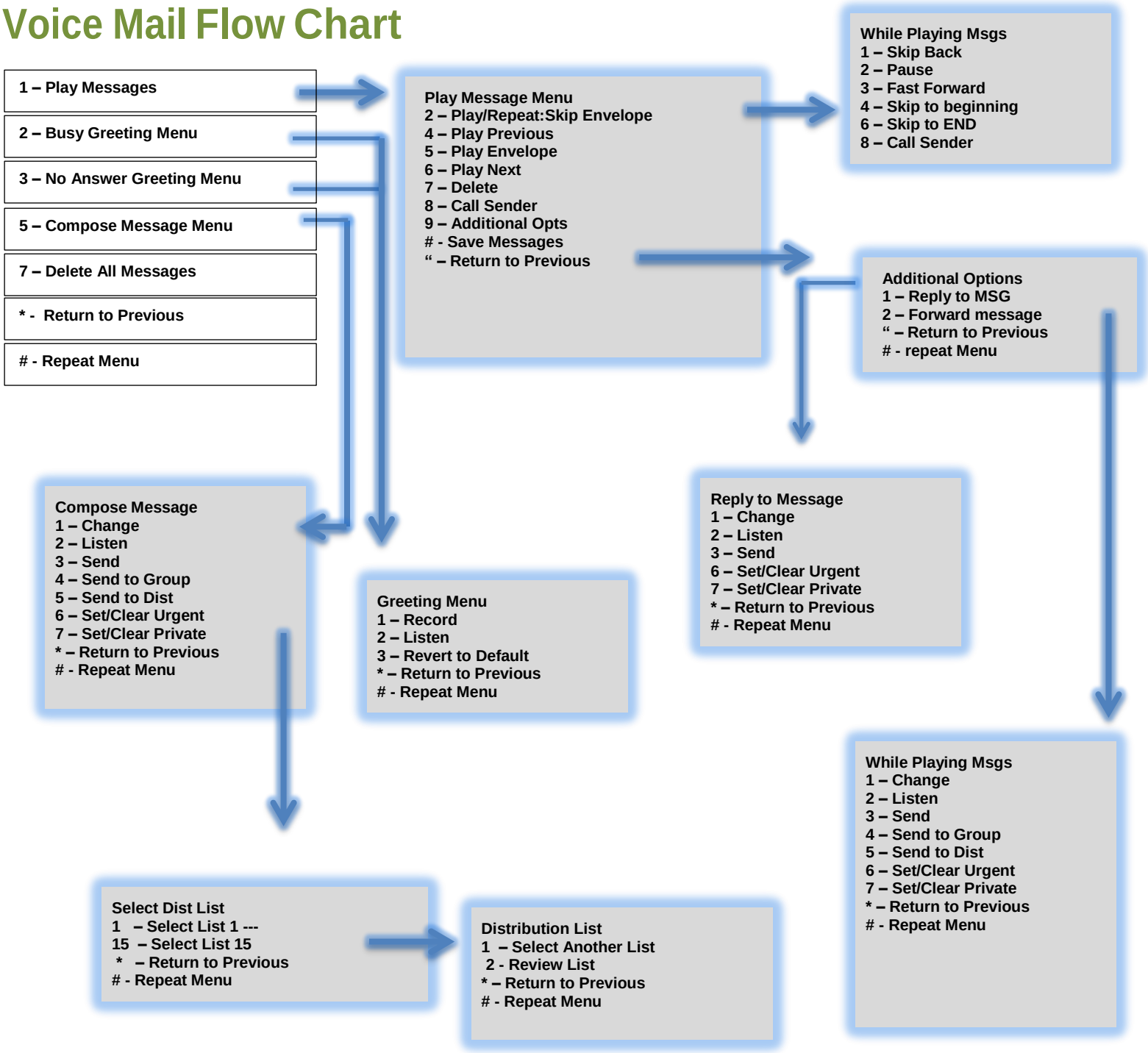
Push to Talk

This feature code allows for immediate communication useful for quick conversations between callers. The call will be answered automatically, if the party is available.

1. Press *50, then press Dial Soft Key (you will hear a stutter dial tone after pressing *50)
2. Enter the extension.

Note: Push to talk is a premium seat feature

Voice Mail Flow Chart


1 – Play Messages
2 – Busy Greeting Menu
3 – No Answer Greeting Menu
5 – Compose Message Menu
7 – Delete All Messages
* - Return to Previous
# - Repeat Menu
Play Message Menu
2 – Play/Repeat:Skip Envelope
4 – Play Previous
5 – Play Envelope
6 – Play Next
7 – Delete
8 – Call Sender
9 – Additional Opts
- Save Messages
“ – Return to Previous
While Playing Msgs
1 – Skip Back
2 – Pause
3 – Fast Forward
4 – Skip to beginning
6 – Skip to END
8 – Call Sender
Additional Options
1 – Reply to MSG
2 – Forward message
“ – Return to Previous
- repeat Menu
Compose Message
1 – Change
2 – Listen
3 – Send
4 – Send to Group
5 – Send to Dist
6 – Set/Clear Urgent
7 – Set/Clear Private
* – Return to Previous
# - Repeat Menu
Greeting Menu
1 – Record
2 – Listen
3 – Revert to Default
* – Return to Previous
# - Repeat Menu
Reply to Message
1 – Change
2 – Listen
3 – Send
6 – Set/Clear Urgent
7 – Set/Clear Private
* – Return to Previous
# - Repeat Menu
While Playing Msgs
1 – Change
2 – Listen
3 – Send
4 – Send to Group
5 – Send to Dist
6 – Set/Clear Urgent
7 – Set/Clear Private
* – Return to Previous
# - Repeat Menu
Select Dist List
1 – Select List 1 ---
15 – Select List 15
* – Return to Previous
# - Repeat Menu
Distribution List
1 – Select Another List
2 - Review List
* – Return to Previous
# - Repeat Menu

Emerge Voicemail

Accessing the Voicemail Message Main Menu

Setting up your Voicemail Box

Step	Action
1	*Pick up* the handset and press the **Message Key**
2	*Press* 1 and then press the Connect Soft Key
3	*Enter your Default Passcode* _____
4	Enter a new passcode at the Voice Portal prompt *Re-enter* your **new passcode** at the prompt Follow the prompts to record your Personalized Name Greeting by recording your First and Last name. **The voicemail box has now been initialized**

Subsequent Use

Step	Action
1	*Press* the **Message Key**
2	*Press* 1 and then press the Connect Soft Key
3	*Enter* your **new passcode**
4	*Press* **1** to access your **voice mail box**
5	Follow the menu table to record personalized greetings and play messages. **Voice Messaging Main Menu**

Key	Option
1	Play message (enabled with new or saved)
2	Record/Change Busy Greeting
3	Change No Answer Greeting
5	Compose and Send Menu
7	Delete ALL Messages
*	Voice portal Admin Menu
#	Repeat this menu

Record Your Personalized Greetings

The System has two greetings; Busy and No Answer. The default greetings will play until a personal greeting has been recorded.

Busy Greeting Menu

Busy greeting will play when Do not Disturb is on or the Ignore soft key is pressed on incoming call.

To Record a Busy Greeting

Step	Action
1	*Access* the **Voice Message Main Menu.** *Press 2* and follow the voice prompts.
2	

Key	Option
1	Record new Busy Greeting
2	Listen to current Busy Greeting
3	Revert to System Default Busy Greeting
*	Voice Messaging Main Menu
#	Repeat this menu

No Answer Greeting Menu

The no answer greeting plays when a call is not answered.

To Record a No Answer Greeting

Step	Action
1	*Access* the *Voice Message Main Menu. Press* ***3*** and follow voice prompts.
2	

Key	Option
1	Record New No Answer Greeting
2	Listen to current No Answer Greeting
3	Revert to System default No Answer Greeting
*	Voice Messaging Main Menu
#	Repeat this menu

To listen to your messages

Step	Action
1	*Access* the **Voice Message Main Menu**
2	*Press 1* to listen to messages. You are now in the *Play Messages Menu. (See voicemail overview for more options) **Note:** if there are no new or saved messages you will hear the voice announcement indicating the status

Voice Mail Overview

Key	Option
1	Play messages

#	Save a Message
7	Delete a Message
2	**Play or repeat message: skip envelope

Key	Option
1	Skip Backward 3 seconds
2	Pause Playback
3	Skip forward 3 seconds
4	Skip to beginning of message
6	Skip to end of message

4	Return to previous message
5	Play message envelope (date & time info)
6	Move to next message
8	**Initiate Call to Sender. This will dial out to the Caller ID of the caller. After the caller hangs up you will still be in the system at this menu.
	**Additional Options Menu (See Menu below)

Key	Option
1	Reply to Message Menu
2	Forward Message Menu (more below)
*	Return to Play Messages Menu
#	Repeat this menu

Key	Option
1	Change Current introduction
2	Listen to current introduction
3	Send Message to specific group member(s)
4	Send Message to entire group
5	Send message to distribution list- (See Select Distribution List Menu)
6	Set or clear urgent indicator
7	Set or clear confidential indicator
*	Return to Play Messages Menu
#	Repeat this Menu

Note: Messages marked Confidential cannot be forwarded.

Key	Option
2	Record/ Change Busy Greeting
3	Change No Answer Greeting
5	Compose and Send Menu
7	Delete ALL Messages
*	Voice portal Admin Menu
#	Repeat this menu

5 — Compose and Send Menu

Key	Option
1	Change current message
2	Listen to current message
3	Send message to specific group member
4	Send Message to entire group
5	Send Message to distribution list (if configured)
6	Set or clear urgent indicator
7	Set or clear confidential indicator
*	Return to voice Messaging Main Menu
#	Repeat this menu

*** — Voice portal Admin Menu**

Key	Option
1	Access voice message Main Menu
2	Change CommPilot Express Profile
3	Record personalized name
4	Change Call forwarding Options
6	Make Calls
8	Change Passcode
9	Exit
#	Repeat this menu

Distribution List Options (from the Voice Messaging Menu Options)

Distribution Lists are created in the users Profile through the Emerge Customer Dashboard. Up to 15 distribution list(s) can be created.

Select Distribution List Menu- (from Forward Message menu, Key 5)

Key	Description
0	Select distribution list **0**
1	Select Distribution list 1 (Distribution lists are numbered consecutively 1 through 15.)
*	Return to previous Menu
#	Repeat this menu

Distribution List Menu (from key 0-15 in Select Distribution List Menu)

Key	Description
1	Select another distribution List
2	Review the selected distribution list
3	Send the message
*	Return to the previous Menu
#	Repeat this menu

Reply to Message Menu (from Key 1 in Additional Options Menu).

Key	Description
1	Change current reply
2	Listen to current reply
3	Send reply
6	Set or clear urgent indicator
7	Set or clear confidential indicator
*	Return to Play Messages Menu
#	Repeat this menu.

Note: *If this is the first time you are accessing this voicemail box, use the default passcode then you will be prompted to enter a new passcode.*

Accessing Your Voice Messaging Menu

From your Polycom phone

Step	Action
1	*Press* the **Message key**
2	Press #1 or the Select soft key
3	Press the Connect soft key
4	Enter your password

From Any Internal Polycom Phone

Step	Action
1	Pick up the Handset and press the Message Key
2	Press the Select Soft Key
3	Press the Connect Soft Key
4	At the password prompt, press *
5	At the next prompt, enter the extension number of the mailbox you are checking
6	Enter the password for that mailbox

From Any External Telephone

Step	Action
1	*Dial* your **Personal DID** (Direct Dial number)
2	*Press* ***,** during your greeting
3	*Enter* your **passcode** *press* the (#) Key
4	*Press* **1** to access your voicemail box

Or, dial your organizations Voice Portal Backdoor Number _____

Step	Action
1	*Enter* the **extension number** or **Mailbox ID**.
2	*Enter* the **passcode** *press* **#.**
3	*Press* **1** to *access* your **voicemail box**

Personalizing your IP Phone

Accessing your Call History

To view the Call History lists:

Step	Action
1	Press the Menu Key, Press 1 (Features)
2	Press 4 for (Call Lists)
3	Select Call Lists and then the number key for the list you want to review. • Press 1 for Missed Calls • Press 2 for Received Calls • Press 3 for Placed Calls • Press 4 to Clear List(s) (you will need to use your bottom arrow key and scroll down to see option 4)

Note: Pressing 4 (Clear) will clear individual Lists. After selecting 4 to clear, choose the list to be cleared (missed, received, or placed).

Arrow Keys are also Call Lists Keys.

Arrow Key	List(s) Assignment
	Missed Calls List
	Received Call List
	Placed Call List

Dialing from your Call History

Once in your Redial, Received or Missed Call Lists, select the Dial Soft Key.

Adding Contacts to Your Directory

Step	Action
1	Press Menu Key, Press 1 (Features)
2	Press 3 for Contact Directories
3	Select the Add Soft Key. Enter the first and last name using the dial pad, press the 1/A/a soft Key to toggle between the upper and lower case text and numbers
4	Enter the Contact number and Speed Dial if desired and press Save.
5	Press Back and Exit Soft Keys to return to the idle Screen

Note: The first contacts entered will be listed in the line keys

Editing a Contact

To edit a contact's phone information

Step	Action
1	Press the Menu Key, press 1 for Features
2	Press 3, select Contact Directory
3	Use the Arrow Keys to locate the contact to edit. Press the Edit soft key
4	Update the contact information and press the Save soft key

Deleting a Contact

Step	Action
1	Once in the contact directory use the **Arrow Key** to locate the contact to be deleted, and highlight the contact
2	Press the More Soft Key
3	Press the Delete Soft Key
4	Press Back and Exit Soft Keys to return to the idle display

Change the Ring Tone

Step	Action
1	*Press* the **Menu** button
2	Press 3 (Settings) or use the Arrow key to highlight and press the Select Soft Key
3	Press 1 for Basic
4	Press 4
5	Scroll through the list of ring types using the Arrow Keys. • Press the Play Soft Key to hear the ring • Press Select Soft Key to put a check in the box. • Press Back to return to Menu

Changing the LCD Screen Contrast

To Adjust the Contrast of the LCD Screen

Step	Action
1	Press the Menu Key and then Press 3 (Settings)
2	Use the Arrow Keys or Press 1 (Basic)
3	Either use the Arrow Keys or Press 2 (Contrast)
4	Use the Up or Down Soft Keys to the desired contrast Level
5	Press OK Soft Key to accept change

Using your Headset

If you plan to use a headset for permanent use, there is an optional setting to default all calls to the headset.

To enable Headset Memory Mode: **Full-time Use**

1. Press the Menu Key, using your Soft Keys select. (3) Settings followed by (1) Basic, (1) Preferences, (3) Headset, then (1) Headset Memory.
2. Use the Up and Down Arrow Keys and press the Select soft key to Enable Headset Memory Mode. (All Calls will go through your headset automatically now, simply follow the directions for Placing and Receiving Calls)

To disable Headset Memory Mode:

Repeat Steps 1 & 2 select disable

To activate Headset Memory Mode:

Press the Headset Key twice.

You may change between handset, speaker or headset at any time during a call.

Temporary Use

With the headset connected

1.Press the Headset Key
2.Dial the number or dial the number and press the Headset Key

To answer a call, press the Headset Key

Note: You will need to press the headset each time prior to making or answering calls without the headset Memory Feature enabled.

Other Feature Codes

Feature Codes are the key commands used on the phone to change settings. The most common have been outline previously. The following, is a complete list of the access codes available. Note: Feature codes may vary per company policy. See your administrator for a list of your Feature Codes.

Feature Access Code	#
Call Forwarding Always Activation	*72
Call Forwarding Always Deactivation	*73
Call Forward Busy Deactivation	*91
Call Forwarding No Answer Deactivation	*93
Call Park	*68
Call Park Retrieve	*88
Call Pickup (Group extension	*98
Call Return	*69
Cancel Call Waiting	#43

Feature Access Code	#
Call Waiting Activation	*43
Clear Voice Message Waiting	*99
Directed Call Pickup (premium	*97
Direct Voice Mail Transfer	*55
Do Not Disturb Activation	*78
Do Not Disturb Deactivation	*79
Last Number Redial	*66
Push to Talk	*50

Rebooting your IP Phone

Due to upgrades, or work on your phone you may be asked to reboot your phone. If you are asked by a technician to reboot you phone do the following.

Step	Action
1	**Press** the **Menu** Key
2	Press 3 (settings)
3	Select Basic or Press 1
4	Press 5 to restart your phone

Codes

Your Emerge service includes a variety of star feature codes which use a 2 digit number prefixed with a * (star). Each feature code maps directly to an action on the phone system. Below is a quick reference to our most commonly used feature codes.

Direct Voicemail Transfer

This feature allows you to send a caller directly to a user's voicemail box bypassing the user's ring cycle and instantly plays their recorded greeting.

- *Press* the **Transfer** soft key
- *Enter* ***55**, followed by the voicemail extension and the # key

Call Pick-up from a Different Extension

Directed Call Pick-up

This is a **premium** feature and allows you to pick up a call from any ringing phone from your own phone using the feature code *97.

- *Enter* ***97**, *press* the **"dial"** soft key
- *Enter* the **extension** of the ringing phone, followed by the # key

Group Call Pick- up

The feature allows you to pick up any ring phone in your group and can be programmed for **basic, standard, and premium users**. Service must be programmed for use.

- *Enter* ***98**, press the **dial** soft key

Parking a Call

Call Park is a feature that allows a person to put a call on hold at one Handset set and continue the conversation from any other handset.

- *Press* the **Hold** Soft key and enter ***68** and the **extension** where you want to park the call followed by the # key.
- *Pressing* # will park the call to your own phone.

Retrieving a parked call

Enter ***88**, and press the **dial** soft key, followed by the extension and the # key. The parked is retrieved.

Push to Talk

This feature code allows for immediate communication useful for quick conversations between callers. The call will be answered automatically, if the party is available.

- Enter ***50**, press the **dial** soft key
- Enter the **extension** you wish to call, followed by the # key. You will hear a tone soon as the connection is made

Note: Push to Talk is a premium seat feature.

Customer Service and Support

Congratulations and Welcome to your new Emerge Service we are pleased to have you on board and look forward to serving your organization!

Please contact our Customer Care Support Number with questions about your service, billing or changes that need to be made to your system.

Customer Care: 877.290.2777 Option 4 or customersupport@cinbell.com

To report any service issues or to place a trouble ticket, please contact Technical Support.

Technical Support: 877.290.2777 Option 3

If you would like to learn more about your Emerge system please check out our Emerge Webinars. Available free to all Emerge customers every other week! Visit us on the web at www.cincinnatibell.com/webinar

To find out more about new features and service on your Emerge system go to www.cincinnatibell.com/voip